

VIRTUAL COURT FAQs

Stairs, Jennifer L

Contents

VIRTUAL COURT FAQs	
Do I need to have Skype for Business installed?.....	2
How do I connect with the Lync Web App?	2
How do I use the features in the Lync Web App?.....	2
What web Browser can I use?.....	2
Will Firefox work?	3
What is Firefox is my default browser?	3
Can I install Skype For Business without buying a license?	3
Can I connect for my personal Skype?	3
I have a MacBook; can I connect to Virtual Court?.....	3
What about support? Who do I call when something fails?.....	3
Is Skype for Business going away?	4
What do I need to be able to do in most Virtual Court appearances?	4
How can I learn more about the features of Skype?	4
How do I learn more about Virtual Court?	4
What is a pop-up blocker and how is this stopping my connection to Virtual Court?	4

Do I need to have Skype for Business installed?

- No. You can use the Lync Web App

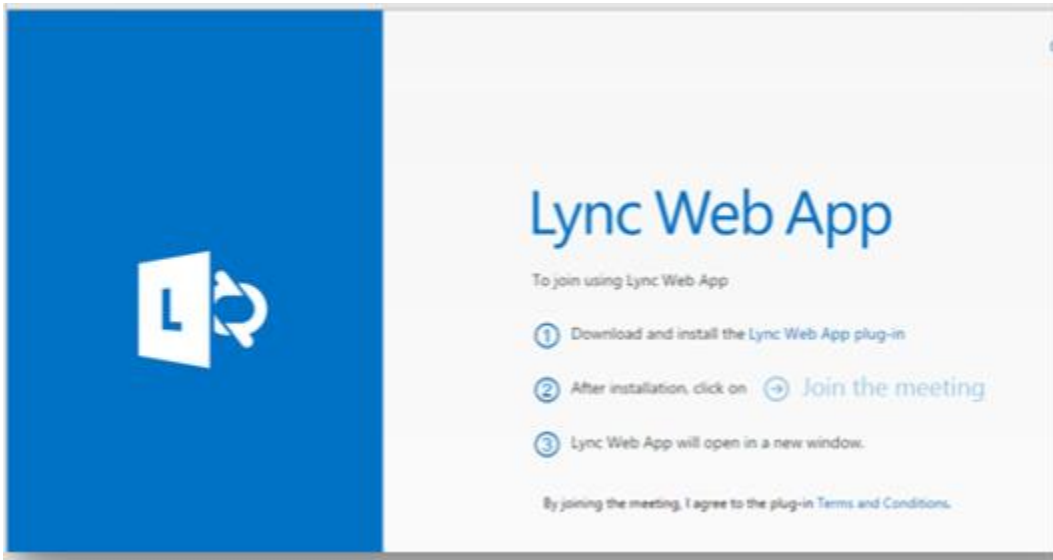
How do I connect with the Lync Web App?

- Click on Try Skype Web App

[Join Skype Meeting](#)
Trouble Joining? [Try Skype Web App](#) **Click Here**

Join by phone
902-423-2356,, 73570138# (N/A) English (United States)
[Find a local number](#)

Conference ID: 73570138|
[Forgot your dial-in PIN?](#) | [Help](#)



- Follow the prompts to install the plugin
- Check always allow the plugin
- Join as a Guest
- See Video Clip: Install Lync Web App Plugin

How do I use the features in the Lync Web App?

- Go to <https://support.microsoft.com/en-us/office/explore-the-lync-web-app-meeting-room-35cc7ead-99fa-42d0-a8ea-d3e58d644392> for an overview of the features in the Lync Web App.

What web Browser can I use?

- The following browsers will work, make sure you are using a current version
 - Chrome
 - Internet Explorer
 - Microsoft Edge

Will Firefox work?

- No, you must use Chrome, Internet Explorer, or MS Edge.

What is Firefox as my default browser?

- If you do not want to change your default browser, launch Chrome, Internet Explorer or Edge and copy your meeting URL in the address bar

Can I install Skype For Business without buying a license?

- Yes, you can download and install Skype for Business Basic
- Insert link
- Join as a Guest

Can I connect for my personal Skype?

- No, Skype does not connect to Skype for business meetings.
- You must use the WebApp or the Skype for Business client.

I have a MacBook; can I connect to Virtual Court?

- Yes.
- Download the Skype for Business (SFB) App from the App Store
- Paste in your meeting URL
- See video clip



Sign in if you have an Office 365 Account

Sign In

Or join as Guest

<https://meet.novascotia.ca/amanda.guita>

Mike Brown

Join as Guest

What about support? Who do I call when something fails?

- Many Skype issues are caused on connection, no audio or video, these are sometimes corrected by exiting and rejoining the meeting
- Prevention is the best option for success. Documentation is constantly updated and shared https://courts.ns.ca/Virtual_Court.htm

- Counsel need to keep their IT teams to ensure their technical preparedness.
- Consult the assigned JA on best method to contact them if there is an issue.
- Skype teleconference is the fall-back position and is included in the meeting invite.

Is Skype for Business going away?

- Yes. The Skype for Business end of life is 2021. We are preparing for this.
- Skype for Business is replaced with Microsoft Teams, which we are reviewing.

What do I need to be able to do in most Virtual Court appearances?

- Connect with Video and Audio.
- Mute yourself when not speaking, unmute when you need to speak.
- Add a file.

How can I learn more about the features of Skype?

- <https://www.skype.com/en/>

How do I learn more about Virtual Court?

- See our website for current updates: https://courts.ns.ca/Virtual_Court.htm

What is a pop-up blocker and how is this stopping my connection to Virtual Court?

- It is a feature normally set in your browser to avoid other windows from popping up. It is helpful to block unwanted ads.
- The Web App plugin has a pop-up that requests to “Allow Always” for access to the site. Sometimes “Allow Once” is selected or, in the case of Edge, the command is not registered.



- If your pop-up blocker prevents your browser from connecting to the site, google “enable pop up for site”, or see the following link <https://support.lesley.edu/support/solutions/articles/4000009686-allowing-pop-ups-for-specific-sites>
- Add gov.ns.ca as a trusted site.